

Sorted by  
Company Name

## 2007 Private Passenger Auto Insurance Company Complaints

Posted: 7/18/2008

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
21ST CENTURY INSURANCE COMPANY	5	0.00383	6.60228	0.03%	\$1,305,483
AIG NATIONAL INSURANCE COMPANY INC	17	0.00155	2.66673	0.29%	\$10,989,152
AIG PREFERRED INSURANCE COMPANY	7	0.00203	3.49439	0.09%	\$3,453,196
AIG PREMIER INSURANCE COMPANY	3	0.00111	1.90501	0.07%	\$2,714,680
AIU INSURANCE COMPANY	11	0.00102	1.75042	0.29%	\$10,832,910
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.01159	19.98692	0.00%	\$86,248
ALLSTATE FIRE & CASUALTY INSURANCE COMPANY	1	0.00011	0.18685	0.24%	\$9,225,607
ALLSTATE INDEMNITY COMPANY	23	0.00047	0.80203	1.33%	\$49,434,727
ALLSTATE INSURANCE COMPANY	96	0.00051	0.87566	5.11%	\$188,987,380
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	62	0.00045	0.76933	3.75%	\$138,923,698
ALPHA PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00037	0.63448	0.07%	\$2,716,908
AMCO INSURANCE COMPANY	1	0.00026	0.44638	0.10%	\$3,861,769
AMERICAN COMMERCE INSURANCE COMPANY	28	0.00084	1.44497	0.90%	\$33,403,597
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	7	0.00041	0.69841	0.46%	\$17,277,651
AMERICAN HOME ASSURANCE COMPANY	4	0.00072	1.24016	0.15%	\$5,560,026
AMERICAN INTERNATIONAL SOUTH INSURANCE COMPANY	31	0.00106	1.82734	0.79%	\$29,244,038
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2	0.00043	0.74283	0.12%	\$4,641,275
AMICA MUTUAL INSURANCE COMPANY	7	0.00031	0.53456	0.61%	\$22,573,559
AUSTIN MUTUAL INSURANCE COMPANY	2	0.00037	0.64481	0.14%	\$5,346,799
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	5	0.00092	1.58299	0.14%	\$5,444,844
CHARTER OAK FIRE INSURANCE COMPANY THE	1	0.00167	2.87198	0.01%	\$600,224
COUNTRY MUTUAL INSURANCE COMPANY	15	0.00057	0.98034	0.71%	\$26,375,976
COUNTRY PREFERRED INSURANCE COMPANY	3	0.00018	0.30760	0.45%	\$16,812,670
DAIRYLAND INSURANCE COMPANY	26	0.00082	1.41808	0.85%	\$31,605,890
DEERBROOK INSURANCE COMPANY	2	0.00116	1.99562	0.04%	\$1,727,619
DEPOSITORS INSURANCE COMPANY	2	0.00098	1.69358	0.05%	\$2,035,720
ENCOMPASS INSURANCE COMPANY OF AMERICA	18	0.00063	1.08349	0.77%	\$28,638,004

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ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	4	0.00023	0.39147	0.47%	\$17,613,876
ESURANCE INSURANCE COMPANY	51	0.00140	2.41964	0.98%	\$36,334,053
FARMERS INSURANCE COMPANY OF WASHINGTON	276	0.00072	1.24244	10.35%	\$382,937,692
FEDERAL INSURANCE COMPANY	1	0.00081	1.39696	0.03%	\$1,233,987
FIDELITY NATIONAL INSURANCE COMPANY	5	0.00121	2.08102	0.11%	\$4,141,804
FINANCIAL INDEMNITY COMPANY	26	0.00107	1.84530	0.65%	\$24,288,534
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	2	0.00041	0.70626	0.13%	\$4,881,568
GEICO CASUALTY COMPANY	1	0.00014	0.23386	0.19%	\$7,371,228
GEICO GENERAL INSURANCE COMPANY	80	0.00067	1.15633	3.22%	\$119,262,742
GEICO INDEMNITY COMPANY	43	0.00074	1.27954	1.56%	\$57,930,978
GENERAL INSURANCE COMPANY OF AMERICA	16	0.00177	3.05776	0.24%	\$9,020,091
GOVERNMENT EMPLOYEES INSURANCE COMPANY	29	0.00057	0.97470	1.38%	\$51,288,549
GREAT AMERICAN ASSURANCE COMPANY	1	0.00837	14.42235	0.00%	\$119,525
GUIDEONE ELITE INSURANCE COMPANY	1	0.00176	3.03134	0.01%	\$568,669
GUIDEONE MUTUAL INSURANCE COMPANY	1	0.00441	7.59665	0.00%	\$226,920
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	1	0.00582	10.02595	0.00%	\$171,937
HARTFORD ACCIDENT & INDEMNITY COMPANY	1	0.00081	1.39364	0.03%	\$1,236,926
HARTFORD CASUALTY INSURANCE COMPANY	3	2.53378	4367.81734	0.00%	\$1,184
HARTFORD INSURANCE COMPANY THE MIDWEST	2	0.12220	210.64727	0.00%	\$16,367
HARTFORD UNDERWRITERS INSURANCE COMPANY	38	0.00083	1.42396	1.24%	\$46,002,548
HORACE MANN INSURANCE COMPANY	3	0.00125	2.15727	0.06%	\$2,397,240
IDS PROPERTY CASUALTY INSURANCE COMPANY	16	0.00042	0.72366	1.03%	\$38,113,770
ILLINOIS NATIONAL INSURANCE COMPANY	4	0.00143	2.46146	0.07%	\$2,801,312
INTEGON INDEMNITY CORPORATION	7	0.00139	2.39935	0.13%	\$5,029,200
INTEGON PREFERRED INSURANCE COMPANY	1	0.00013	0.23093	0.20%	\$7,464,606
LIBERTY INSURANCE CORPORATION	1	0.00021	0.36404	0.12%	\$4,735,234

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LIBERTY MUTUAL FIRE INSURANCE COMPANY	28	0.00055	0.94991	1.37%	\$50,812,733
LIBERTY NORTHWEST INSURANCE CORPORATION	6	0.00038	0.65286	0.42%	\$15,842,703
LINCOLN GENERAL INSURANCE COMPANY	1	6.21118	10707.03049	0.00%	\$161
MERITPLAN INSURANCE COMPANY	11	0.00304	5.23901	0.09%	\$3,619,416
METROPOLITAN CASUALTY INSURANCE COMPANY	26	0.00059	1.00977	1.20%	\$44,386,091
METROPOLITAN GENERAL INSURANCE COMPANY	2	0.00324	5.58494	0.01%	\$617,314
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	11	0.00094	1.62016	0.31%	\$11,703,873
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	8	0.00408	7.03541	0.05%	\$1,960,177
MID-CENTURY INSURANCE COMPANY	53	0.00054	0.93156	2.65%	\$98,074,860
MUTUAL OF ENUMCLAW INSURANCE COMPANY	25	0.00034	0.58497	1.99%	\$73,672,107
NATIONAL GENERAL ASSURANCE COMPANY	1	0.00242	4.17493	0.01%	\$412,901
NATIONAL GENERAL INSURANCE COMPANY	17	0.00090	1.54852	0.51%	\$18,924,637
NATIONAL MERIT INSURANCE COMPANY	14	0.00120	2.06347	0.31%	\$11,695,638
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURGH, PA	1	0.00002	0.02614	1.78%	\$65,956,185
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	19	0.00087	1.50365	0.58%	\$21,782,237
NATIONWIDE ASSURANCE COMPANY	3	0.00812	13.99104	0.00%	\$369,629
NATIONWIDE INSURANCE COMPANY OF AMERICA	14	0.00052	0.89241	0.73%	\$27,043,150
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	11	0.00289	4.98910	0.10%	\$3,800,718
NATIONWIDE MUTUAL INSURANCE COMPANY	30	0.00134	2.30343	0.60%	\$22,451,280
NATIONWIDE PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00622	10.72004	0.01%	\$482,414
NEW SOUTH INSURANCE COMPANY	5	0.00055	0.95670	0.24%	\$9,009,245
NORTH PACIFIC INSURANCE COMPANY	3	0.00021	0.36214	0.38%	\$14,280,337
OMNI INSURANCE COMPANY	8	0.00129	2.21725	0.16%	\$6,219,713
OREGON MUTUAL INSURANCE COMPANY	5	0.00103	1.77700	0.13%	\$4,850,396
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	20	0.00094	1.61343	0.57%	\$21,368,593
PEMCO INSURANCE COMPANY	25	0.00035	0.60543	1.92%	\$71,182,295

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PEMCO MUTUAL INSURANCE COMPANY	69	0.00047	0.81242	3.95%	\$146,407,468
PENNSYLVANIA GENERAL INSURANCE COMPANY	1	1.32802	2289.28540	0.00%	\$753
PHILADELPHIA INDEMNITY INSURANCE COMPANY	1	0.00094	1.62320	0.02%	\$1,061,993
PROGRESSIVE AMERICAN INSURANCE COMPANY	1	0.12026	207.31592	0.00%	\$8,315
PROGRESSIVE CASUALTY INSURANCE COMPANY	2	0.26250	452.50870	0.00%	\$7,619
PROGRESSIVE CLASSIC INSURANCE COMPANY	25	0.00066	1.13392	1.02%	\$38,005,909
PROGRESSIVE DIRECT INSURANCE COMPANY	3	0.00038	0.64941	0.21%	\$7,963,426
PROGRESSIVE MAX INSURANCE COMPANY	53	0.00058	1.00033	2.47%	\$91,332,678
PROGRESSIVE NORTHERN INSURANCE COMPANY	4	0.41395	713.58042	0.00%	\$9,663
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	67	0.00072	1.24053	2.51%	\$93,102,897
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	31	0.00092	1.59020	0.90%	\$33,605,172
QBE INSURANCE CORPORATION	13	0.00453	7.81458	0.07%	\$2,867,691
RESPONSE INSURANCE COMPANY	1	0.00391	6.74708	0.00%	\$255,493
RESPONSE WORLDWIDE INSURANCE COMPANY	3	0.00331	5.69949	0.02%	\$907,361
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	3	0.00035	0.60228	0.23%	\$8,586,501
SAFECO INSURANCE COMPANY OF AMERICA	28	0.00097	1.66602	0.78%	\$28,971,585
SAFECO INSURANCE COMPANY OF ILLINOIS	83	0.00032	0.54626	7.08%	\$261,921,171
SAGAMORE INSURANCE COMPANY	1	0.00522	9.00305	0.00%	\$191,472
SENTINEL INSURANCE COMPANY LTD	6	0.00051	0.88271	0.31%	\$11,717,358
STATE FARM FIRE & CASUALTY COMPANY	10	0.00019	0.32879	1.41%	\$52,429,827
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	140	0.00028	0.48473	13.46%	\$497,881,762
TEACHERS INSURANCE COMPANY	2	0.00075	1.28850	0.07%	\$2,675,728
TRAVCO INSURANCE COMPANY	2	0.00190	3.26760	0.02%	\$1,055,105
TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	14	0.00109	1.87962	0.34%	\$12,839,616
TRAVELERS INDEMNITY COMPANY OF AMERICA THE	4	0.00150	2.58844	0.07%	\$2,663,890
TRAVELERS INDEMNITY COMPANY THE	4	0.01060	18.26538	0.01%	\$377,508

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TRUMBULL INSURANCE COMPANY	4	0.00646	11.13743	0.01%	\$619,113
TWIN CITY FIRE INSURANCE COMPANY	18	0.00071	1.21743	0.68%	\$25,487,375
UNIGARD INSURANCE COMPANY	10	0.00042	0.71914	0.64%	\$23,970,758
UNITED SERVICES AUTOMOBILE ASSOCIATION	28	0.00025	0.43696	2.98%	\$110,462,679
UNITRIN AUTO AND HOME INSURANCE COMPANY	3	0.00014	0.23574	0.59%	\$21,937,297
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	6	0.00188	3.23824	0.08%	\$3,194,018
UNIVERSAL UNDERWRITERS INSURANCE COMPANY	2	0.04858	83.74010	0.00%	\$41,171
USAA CASUALTY INSURANCE COMPANY	50	0.00059	1.02278	2.27%	\$84,271,517
USAA GENERAL INDEMNITY COMPANY	3	0.00030	0.52241	0.26%	\$9,899,303
VICTORIA FIRE & CASUALTY COMPANY	46	0.00302	5.20260	0.41%	\$15,241,669
VIGILANT INSURANCE COMPANY	1	0.00016	0.28013	0.16%	\$6,153,694
VIKING INSURANCE COMPANY OF WISCONSIN	27	0.00226	3.90384	0.32%	\$11,922,494
WARNER INSURANCE COMPANY	4	0.00810	13.96972	0.01%	\$493,591
WESTERN PROTECTORS INSURANCE COMPANY	1	0.00075	1.29745	0.03%	\$1,328,628
WORKMEN'S AUTO INSURANCE COMPANY	26	0.00418	7.20667	0.16%	\$6,219,185